

PDL UPDATE:



Faxed Order Delay Notice & Patient Appointment Reminder

December 15, 2020

FAX ORDER DELAYS

Pacific Diagnostic Laboratories (PDL) continues to experience an unprecedented volume of faxed orders. Because of this substantial increase, our processing time to enter these orders into our electronic system has extended from 24 to 72 hours. This can result in challenges locating an order if a patient arrives at a Patient Service Center (PSC) before we have processed the faxed order.

We are requesting providers only use the faxed order option for telehealth patients who require specimen collection the same day as the telehealth visit.

Otherwise, we are requesting providers submit lab orders through one of the non-fax options described below to help avoid delays in servicing patients.

Options for submitting Lab Orders (alternatives to faxing orders):

1. **EHR:** Submit an electronic test order to PDL via an interface between your EHR and PDL.
2. **PDL CONNECT:** PDL's free laboratory portal allows you to submit electronic laboratory test orders without the use of an EHR. If you need access to PDL Connect, please contact your sales representative.
3. **PDL LAB REQUISITION or PHYSICIAN SCRIPT:**
 - a. Patient is provided hard copy paper document to bring with them to the PSC.
 - b. *EMAIL or TEXT image of the requisition/script to Patient.

** Please note: Patient can print out the requisition/script image in advance and bring with them or on arrival they will be requested to email the image to PDL.*

PATIENT APPOINTMENT REMINDER

At this time PDL is experiencing a high volume of patients at our PSC's. In order to provide the best patient experience in this challenging time, ***we are recommending that patients schedule appointments if possible.*** Patients with appointments are given priority, which will reduce exposure to other patients and provide a shorter wait time. If an appointment is not an option, afternoons are typically less busy than mornings.

Patients can schedule appointments from our website: <https://www.pdllabs.com/>

For more information please contact PDL Client Services at (805) 879-8100

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